

From: leron@hollywoodchamber.net
To: PETER ZARCONE, 'Kerry Morrison', Dan Halden
Subject: RE: FW: Incident CD vendors
Date: 16-Jan-2015 16:06
Attachments: TEXT.htm (error accessing attachment)
image008.jpg (error accessing attachment)
image006.jpg (error accessing attachment)
Mime.822 (excluded from export)
image003.png (error accessing attachment)
image002.png (error accessing attachment)
image009.jpg [Save] [Open]
image001.png (error accessing attachment)
headers.822 [Save] [Open]
image004.jpg (error accessing attachment)
image007.jpg [Save] [Open]
image005.jpg [Save] [Open]
Creation Date: 16-Jan-2015 16:07
Store Date: 16-Jan-2015 22:53
Status: forwarded,opened,read
Box Type: received
Folder: PETER ZARCONE Home > Mailbox
Message Id: 54B9370D.LAPDDomB.POB1.200.200000C.1.9A749.1

Pete,

That should probably be a subject for the next CIT meeting. I know if someone wanted to work on it, the Chamber would be willing to contribute to the printing of a brochure. I'm sure the BID would also consider, but can't speak for them. I think the most difficult thing with something like that is logistics ... getting it to the right people before they get here.

Also, we are looking forward to having you at the Chamber Board meeting on next Wednesday, January 21, at 4 p.m. I've put you at the top of the agenda, so that you can get in and out. Particularly interested in how Hollywood did in 2014 in crime stats, and the recent shootings, as well as anything else you would like to add.

Thanks much,
Leron

Leron Gubler
President & CEO
Hollywood Chamber of Commerce
7018 Hollywood Blvd
Hollywood, CA 90028
Phone: (323) 469-8311
Fax: (323) 469-2805
www.hollywoodchamber.net<<http://www.hollywoodchamber.net>>

[cid:image001.png@01D031A6.8D3DBC0]

[premier-promo.png]

From: PETER ZARCONE [mailto:peter.zarcone@lapd.lacity.org]
Sent: Friday, January 16, 2015 3:46 PM
To: Gubler, Leron; Halden, Dan; Morrison, 'Kerry'; bfarrar@andrewsinternational.com
Cc: RAMOS, OSBALDO
Subject: Re: FW: Incident CD vendors

Thanks Leron,

We will continue to enforce and redouble efforts near the Chinese in particular, as I agree that is ground zero for the CD vendors.

What, if anything, has been done to further the idea of producing signs and public information leaflets advising tourists in multiple languages (particularly Chinese, Japanese, and Korean) that paying characters and CD vendors is NOT required or advisable? These could be handed out at local businesses and hotels, as well as from the tour buses. In previous CIT meetings, this has been discussed, and the fact that such an effort costs money that the city doesn't have, perhaps our private partners including the Chamber could move it along? A private effort would be quicker, but if one will not occur, let me know and I will pursue such an effort through the City, which, as you know, will require many levels of approval and may be rejected. What are your thoughts on who should take this on?

Pete

>>> "Gubler, Leron" <Leron@hollywoodchamber.net<mailto:Leron@hollywoodchamber.net>> 1/16/2015 3:21 PM >>>
Am forwarding to you the latest reports on what is happening in front of the Chinese Theatre. Very disheartening.

Leron Gubler
President & CEO
Hollywood Chamber of Commerce
7018 Hollywood Blvd
Hollywood, CA 90028
Phone: (323) 469-8311
Fax: (323) 469-2805
www.hollywoodchamber.net<http://www.hollywoodchamber.net>

[cid:image003.png@01D031A6.8D3DBC0]

From: Alwyn Hight Kushner [mailto:alwyn@chinesetheatres.com]
Sent: Friday, January 16, 2015 3:01 PM
To: Gubler, Leron
Subject: Fwd: Incident

Hi Leron:

Please see below email from one of our tour guides who works in the forecourt of the TCL Chinese Theatre. Also, please note the snapshots of the complaints online from patrons about their terrible experience getting harassed as they attempt to visit the theatre.

Best,

Alwyn

[cid:image004.jpg@01D031A6.8D3DBC0]

Begin forwarded message:

From: Peter Morton <peterjmorton758@yahoo.com<mailto:peterjmorton758@yahoo.com>>

Subject: Re: Incident

Date: January 14, 2015 1:41:34 PM PST

To: Alwyn Hight Kushner <alwyn@chinesetheatres.com<mailto:alwyn@chinesetheatres.com>>

Hi Alwyn

On Tuesday January 14th 2015 at around 11:45 AM I observed four of the CD sellers force two Asian tourists to take money from our ATM machine located outside the gift shop on the forecourts east side. I was just finishing up a tour and they saw me watching them and forced the tourists to hurry up. The tourists clearly didn't know what was happening but you could tell they were intimidated by the CD sellers as they were surrounding them and being overly aggressive with their directions to remove money. They were also telling the tourists exactly how much money to remove pointing to the amounts on the screen.

On a daily basis I watch these guys manipulate and harass people. Their tactics are as follows....

- * Put a CD in the hand of an unsuspecting tourist
- * Ask the tourist where they are from, their name and begin to sign the said CD
- * Once the CD is signed they then tell the tourist that they HAVE to pay for it as it has been signed and they can't give it to anyone else

Out of a embarrassment the tourists often open their wallets at this point the CD sellers will literally put their hand into the wallets to take out whatever they want. It is very upsetting to watch and the tourists are left bewildered often not understanding what has just happened. There seems to be a new group of CD sellers in the last few weeks and they work in packs often surrounding guys and using their physicality to intimidate and manipulate. The costume characters are equally as bad often chasing people for money onto the theatre forecourt.

From: peter.zarcone@lapd.lacity.org
To: bfarrar@andrewsinternational.com, 'Kerry Morrison', Leron Gubler, Dan Halden
CC: OSBALDO RAMOS
Subject: Re: FW: Incident CD vendors
Date: 16-Jan-2015 15:45
Attachments: TEXT.htm (error accessing attachment)
 IMAGE.png (error accessing attachment)
 headers.822 [Save] [Open]
 IMAGE.jpeg [Save] [Open]
 IMAGE.jpeg (error accessing attachment)
 IMAGE.jpeg [Save] [Open]
 IMAGE.jpeg (error accessing attachment)
 Mime.822 (excluded from export)
 IMAGE.jpeg [Save] [Open]
 IMAGE.jpeg (error accessing attachment)
Creation Date: 16-Jan-2015 15:45
Store Date: 16-Jan-2015 22:52
Status: accepted,forwarded,opened,read
Box Type: sent
Folder: PETER ZARCONI Home > Sent Items
Message Id: 54B93226.LAPDDomB.POB1.200.20000AB.1.A9B00.1

Thanks Leron,

We will continue to enforce and redouble efforts near the Chinese in particular, as I agree that is ground zero for the CD vendors.

What, if anything, has been done to further the idea of producing signs and public information leaflets advising tourists in multiple languages (particularly Chinese, Japanese, and Korean) that paying characters and CD vendors is NOT required or advisable? These could be handed out at local businesses and hotels, as well as from the tour buses. In previous CIT meetings, this has been discussed, and the fact that such an effort costs money that the city doesn't have, perhaps our private partners including the Chamber could move it along? A private effort would be quicker, but if one will not occur, let me know and I will pursue such an effort through the City, which, as you know, will require many levels of approval and may be rejected. What are your thoughts on who should take this on?

Pete

>>> "Gubler, Leron" <Leron@hollywoodchamber.net> 1/16/2015 3:21 PM >>>

Am forwarding to you the latest reports on what is happening in front of the Chinese Theatre. Very disheartening.

Leron Gubler
 President & CEO
 Hollywood Chamber of Commerce
 7018 Hollywood Blvd
 Hollywood, CA 90028

Phone: (323) 469-8311
Fax: (323) 469-2805
www.hollywoodchamber.net

From: Alwyn Hight Kushner [mailto:alwyn@chinesetheatres.com]
Sent: Friday, January 16, 2015 3:01 PM
To: Gubler, Leron
Subject: Fwd: Incident

Hi Leron:

Please see below email from one of our tour guides who works in the forecourt of the TCL Chinese Theatre. Also, please note the snapshots of the complaints online from patrons about their terrible experience getting harassed as they attempt to visit the theatre.

Best,

Alwyn

Begin forwarded message:

From: Peter Morton <peterjmorton758@yahoo.com>

Subject: Re: Incident

Date: January 14, 2015 1:41:34 PM PST

To: Alwyn Hight Kushner <alwyn@chinesetheatres.com>

Hi Alwyn

On Tuesday January 14th 2015 at around 11:45 AM I observed four of the CD sellers force two Asian tourists to take money from our ATM machine located outside the gift shop on the forecourts east side. I was just finishing up a tour and they saw me watching them and forced the tourists to hurry up. The tourists clearly didn't know what was happening but you could tell they were intimidated by the CD sellers as they were surrounding them and being overly aggressive with their directions to remove money. They were also telling the tourists exactly how much money to remove pointing to the amounts on the screen.

On a daily basis I watch these guys manipulate and harass people. Their tactics are as follows....

- * Put a CD in the hand of an unsuspecting tourist
- * Ask the tourist where they are from, their name and begin to sign the said CD
- * Once the CD is signed they then tell the tourist that they HAVE to pay for it as it has been signed and they can't give it to anyone else

Out of a embarrassment the tourists often open their wallets at this point the CD sellers will literally put their hand into the wallets to take out whatever they want. It is very upsetting to watch and the tourists are left bewildered often not understanding what has just happened. There seems to be a new group of CD sellers in the last few weeks and they work in packs often surrounding guys and using their physicality to intimidate and manipulate. The costume characters are equally as bad often chasing people for money onto the theatre forecourt.

I have stepped in a number of times with these guys telling them they are not allowed on the forecourt and also warning tourists in advance when I see what is happening. I have been threatened on several occasions by the CD sellers that they will wait for me after work and they have also directed homophobic and racial insults at myself and my colleagues.

It seems to me that their presence on Hollywood Boulevard is not just bad for our business but all the business's located in the area. I have attached just a handful of independent reviews from tourists who have visited and have had bad experiences (there are many MANY more of these online).

I will do whatever I can to stop this sort of harassment and bullying of people who are coming to the area to have an experience and a good time not to be robbed but these people who are posing as if they have a right to be on the boulevard stealing from people. I know you are fighting this as well and I am hoping that you might be able to forward this

From: leron@hollywoodchamber.net
To: bfarrar@andrewsinternational.com, PETER ZARCONE, 'Kerry Morrison', Dan Halden
Subject: FW: Incident CD vendors
Date: 16-Jan-2015 15:19
Attachments: TEXT.htm (error accessing attachment)
 image006.jpg [Save] [Open]
 image003.jpg (error accessing attachment)
 image001.png (error accessing attachment)
 ALWYN_SIGNATURE.jpg (error accessing attachment)
 image005.jpg (error accessing attachment)
 image004.jpg [Save] [Open]
 Mime.822 (excluded from export)
 headers.822 [Save] [Open]
 image002.jpg [Save] [Open]
Creation Date: 16-Jan-2015 15:21
Store Date: 16-Jan-2015 22:52
Status: forwarded,opened,read,replied
Box Type: received
Folder: PETER ZARCONE Home > Mailbox
Message Id: 54B92C01.LAPDDomB.POB1.200.200008D.1.87F01.1

Am forwarding to you the latest reports on what is happening in front of the Chinese Theatre. Very disheartening.

Leron Gubler
 President & CEO
 Hollywood Chamber of Commerce
 7018 Hollywood Blvd
 Hollywood, CA 90028
 Phone: (323) 469-8311
 Fax: (323) 469-2805
www.hollywoodchamber.net<<http://www.hollywoodchamber.net>>

[cid:image001.png@01D031A0.1409A850]

From: Alwyn Hight Kushner [mailto:alwyn@chinesetheatres.com]
Sent: Friday, January 16, 2015 3:01 PM
To: Gubler, Leron
Subject: Fwd: Incident

Hi Leron:

Please see below email from one of our tour guides who works in the forecourt of the TCL Chinese Theatre. Also, please note the snapshots of the complaints online from patrons about their terrible experience getting harassed as they attempt to visit the theatre.

Best,

Alwyn

[cid:FCAED0A4-0066-4576-9391-D6CD8752EE14@socal.rr.com]

Begin forwarded message:

From: Peter Morton <peterjmorton758@yahoo.com<mailto:peterjmorton758@yahoo.com>>
Subject: Re: Incident
Date: January 14, 2015 1:41:34 PM PST
To: Alwyn Hight Kushner <alwyn@chinesetheatres.com<mailto:alwyn@chinesetheatres.com>>

Hi Alwyn

On Tuesday January 14th 2015 at around 11:45 AM I observed four of the CD sellers force two Asian tourists to take money from our ATM machine located outside the gift shop on the forecourts east side. I was just finishing up a tour and they saw me watching them and forced the tourists to hurry up. The tourists clearly didn't know what was happening but you could tell they were intimidated by the CD sellers as they were surrounding them and being overly aggressive with their directions to remove money. They were also telling the tourists exactly how much money to remove pointing to the amounts on the screen.

On a daily basis I watch these guys manipulate and harass people. Their tactics are as follows....

- * Put a CD in the hand of an unsuspecting tourist
- * Ask the tourist where they are from, their name and begin to sign the said CD
- * Once the CD is signed they then tell the tourist that they HAVE to pay for it as it has been signed and they can't give it to anyone else

Out of a embarrassment the tourists often open their wallets at this point the CD sellers will literally put their hand into the wallets to take out whatever they want. It is very upsetting to watch and the tourists are left bewildered often not understanding what has just happened. There seems to be a new group of CD sellers in the last few weeks and they work in packs often surrounding guys and using their physicality to intimidate and manipulate. The costume characters are equally as bad often chasing people for money onto the theatre forecourt.

I have stepped in a number of times with these guys telling them they are not allowed on the forecourt and also warning tourists in advance when I see what is happening. I have been threatened on several occasions by the CD sellers that they will wait for me after work and they have also directed homophobic and racial insults at myself and my colleagues.

It seems to me that their presence on Hollywood Boulevard is not just bad for our business but all the business's located in the area. I have attached just a handful of independent reviews from tourists who have visited and have had bad

From: leron@hollywoodchamber.net
To: PETER ZARCONE
Subject: Hollywood Chamber
Date: 06-Jan-2015 10:50
Attachments: TEXT.htm [Save] [Open]
image002.png (error accessing attachment)
Mime.822 (excluded from export)
headers.822 (error accessing attachment)
image001.png (error accessing attachment)
Creation Date: 06-Jan-2015 10:52
Store Date: 06-Jan-2015 22:51
Status: forwarded,opened,read
Box Type: received
Folder: PETER ZARCONE Home > Mailbox
Message Id: 54ABBD9.LAPDDomB.POB1.200.2000058.1.5779C.1

An error occurred processing the text version of the message.